



## NEWSLETTER

Spring Edition

September 2024



### To our Treescape family,

As we transition from Winter to Spring, we are beginning to enjoy some wonderful weather that's perfect for outdoor activities, both at work and in our personal lives. This is a great opportunity to reflect on our current situation and make enhancements for improvement.

I would like to introduce you to the concept of 'KAIZEN.' KAIZEN represents the pursuit of continuous improvement, applicable to all areas of our lives—personal, home, social, and professional. From a Treescape perspective, this could involve simple actions such as refining your maintenance routine by greasing chippers at the end of the day, cleaning and maintaining our pole sticks, properly storing equipment in preparation for the next day, and ensuring that our trucks and Utes are clean and tidy, with rubbish removed and standards upheld. Aim to find that 1% enhancement over what you accomplished the previous day.

If you have any suggestions on how we can enhance our operations, please don't hesitate to share with your supervisors and managers. All feedback and ideas are welcomed!

From a Treescape standpoint, we are committed to evolving and establishing processes that promote improvement. We have made positive strides in certain areas, but we also recognize that we have much work ahead in various aspects of the business.

#### Recent highlights include:

- Feedback from our clients has been overwhelmingly positive. The high-quality work delivered by our staff has driven these commendations, and we appreciate your dedication to achieving excellent outcomes for our clients. Our relationship with Energy Queensland is strong and flourishing, and our General Arb and Powerlink divisions have consistently delivered outstanding results.
  - Our safety record continues to be exceptional. We thank everyone for their commitment to safety and for looking out for one another. Let's continue to uphold this record to ensure everyone returns home safely each day.
  - Our near-miss reporting has improved significantly, and I want to thank all who have recently contributed to this effort. We are beginning to gather valuable information and trends that we plan to share through our Toolbox talks. We aim to foster a no-blame reporting culture focused on understanding potential hazards in the field, allowing us to learn and improve as a business. Your reports could help prevent harm to others in the company!
  - Fleet Update: Two new EWP units have been deployed, and we have received approvals to proceed with the renewal program for our older fleet, along with the potential acquisition of innovative equipment to enhance our capabilities. Stay tuned for more updates!
- "Kaizen is the concept that small changes over time can lead to significant life transformations. Make daily improvements and adjust your way to a happier existence."

"If you continue doing what you've always done, you'll keep getting what you've always received!"

Steve Buckingham



# PEOPLE & SAFETY

Welcome back, everyone, to the Spring 2024 edition of the Treescape newsletter!

We have another busy three months ahead at Treescape. To kick things off, we are excited to highlight the significant improvement in our Near Miss reporting. This month, we will randomly select one individual from the previous month's Near Miss submissions. Congratulations to Andrew McGregor from the Energex division! You will receive a \$50 gift card. A big thank you to everyone for actively contributing to the safety of our team by reporting near misses as they happen. The information gathered from these reports is crucial in helping us prevent potential incidents or injuries.

Our Treescape Australia Webpage project is progressing well, with an anticipated launch before the end of 2024. I encourage anyone with ideas for the new website to reach out to me, whether by dropping by the office or sending an email. I welcome all suggestions and feedback to ensure this new platform meets everyone's needs.

As we approach the warmer months, please remember to look out for your colleagues. If you notice someone struggling, check in on them, help them find shade, and offer them something cool to drink. If you need assistance, don't hesitate to inform your manager.

Lastly, please remain aware of your surroundings while working. We have experienced several instances of inappropriate behavior toward staff during job assignments over the past six months. If you encounter an upset member of the public or customer, your first step should be to assist them with their inquiry or refer them to your supervisor. However, if the situation escalates to threats of harm, prioritize your safety by packing up, moving on, and informing your manager. When necessary, these incidents will be reported to the police for review. Our top priority is always the safety of our team.

Enjoy the beautiful Spring weather, the upcoming festivities, and stay safe both at home and at work.

Jason Durbidge

## Managing Health Risks of Working in Heat

As warmer months arrive, it's essential to address heat-related risks:

- **Dehydration**
  - Increases heart rate and reduces sweating fluids.
  - **Symptoms:** dizziness, fatigue, irritability, thirst, loss of appetite, fainting.
  - **First Aid:**
    - Drink plenty of water or diluted fruit juice; avoid caffeinated drinks.
    - Move to a cooler area, preferably with AC.
    - Use a spray bottle to cool down.
    - Seek medical attention if feeling unwell.
- **Heat Cramps**
  - Result from excessive sweating and salt loss.
  - **Symptoms:** muscle cramps, pain, spasms.
  - **First Aid:**
    - Stop activities and lie down in a cool place with legs elevated.
    - Hydrate with water or diluted juice.
    - Take a cool shower or bath and massage cramps.
    - Avoid strenuous activities for several hours post-cramps.

Seek medical advice if cramps persist.

Russell Kelso







# FROM THE DIVISION'S

## ➤➤➤ GENERAL ARB & POWERLINK BY ALLAN KLIESE

GA - Crews have been actively engaged in various projects for multiple clients, each with distinct needs. These projects range from planting initiatives for entire suburbs to extensive tree clearing operations, crane-assisted tree removals, ground-level tree planting, tree maintenance, and significant stump and root grinding across the Queensland depots. Work has begun under the new Townsville Council contract, which includes tree maintenance, stump grinding, and providing tree location data. To help manage the workload in the Gladstone region, tree crews have received support from staff in the Brisbane depot. As we approach the warmer months, crews have been briefed on the importance of looking after each other and staying hydrated. Near miss reporting has also become a priority, allowing us to manage potential incidents before they escalate. In terms of training, Jason Little, Trae McMahon, and Clyde Chanco are progressing through their Cert III in arboriculture, while Greg Rough, Josh Hanson, and David Bland have successfully completed their climbing certifications. Additionally, most staff have participated in refresher training for traffic control and first aid/CPR.

Powerlink staff have been actively engaged in Area 4 projects, focusing on the southeastern corner. Crews have worked from Samford in the northern part of Brisbane down to Currumbin, crossing over into New South Wales, while managing vegetation in easements to maintain the necessary cycle service times. Declan Noffke has successfully completed his climbing certification, along with refresher training on safety requirements for most of the core team. Slashing operations are set to begin in September to control grass growth across the contracted area. With anticipated wet weather, managing both vegetation and grass will keep the crews exceptionally busy.

## ➤➤➤ ENERGEX BY WALLACE CHRISTIAN

For the past few months, we have been testing a unified approach by merging resources from Wacol and South Coast into one cohesive "Super Crew." This harmonization of our operational processes has resulted in improved consistency in service delivery. Additionally, our staff have benefited from a change of scenery, moving away from their usual confines, while we efficiently centralize our resources in a specific location to minimize time spent in challenging areas.

While these advantages are significant, the most notable outcome has been the growth stemming from shared knowledge across divisions and the resilience fostered within the business. With the addition of new staff, upgraded equipment, and our upskilling program, the future looks promising for our SEQ division.

## ➤➤➤ ERGON BY CLINT RICHARDSON

Rockhampton - The transition from the 23/24 program to the 24/25 program has been fairly seamless, though it has not been without its challenges. While we concluded the previous program on a strong note, the prolonged wet season during the latter half of last year has presented some hurdles that need to be addressed before we can fully focus on the 24/25 program.

We continue to recognize the importance of staff training and skill diversity, investing in increasing the number of qualified climbers across the contract while reinforcing a safety-first mindset. This skill set is crucial, given the inherent dangers involved in our work. Additionally, we have two more crew members completing the final phase of their recipient training, bringing our total to four staff members who will support shutdown work requirements across ER.

Treescaples' partnership with Ergon Energy is strengthening, thanks to a collaborative approach to success and a shared commitment to seeking improvements. Despite the need to address outstanding work, our dedication to achieving profiles and preparing for the next cycle has led to a reduction in warranty work needed and a significant drop in non-conformances. As wet conditions have improved, our performance metrics have also shown positive trends. Each day presents new challenges in the Central Queensland region, but we are confident in our ability to rise to the occasion and exceed expectations.





# FROM THE DIVISION'S

## »»» ERGON BY CLINT RICHARDSON

Mackay - Following a prolonged and intense wet season, our crews in Mackay are facing ongoing challenges due to significantly increased vegetation growth rates. Under the leadership of their operations manager, Jason Wyatt, the team consistently supports one another, truly embodying the spirit of 'TEAM.' As we progress through the contract, they are sure to build even more momentum. New members of the Mackay team are beginning to settle in and thrive, guided by the expertise of their seasoned colleagues. Stay tuned as they continue to grow and succeed!

## »»» SYDNEY BY CHRIS KIRBY

The Sydney division is currently handling two main contracts and one reactive contract, specifically with Sutherland Shire Council, Sydney Olympic Park, and Sydney Airport under Fulton Hogan. Throughout these projects, the teams have excelled, completing all tasks assigned to Treescape both efficiently and safely. Overall, the Sydney division is in a robust position and is anticipated to see substantial growth in the next one to two years.

## »»» FLEET BY ALLAN KLIESE

Treescape has recently added two new 14m Versa Lift EWP units to the Energy Queensland fleet. This enhancement will boost productivity by utilizing fitted torsion bars, which enable faster setup and packing times while minimizing the need for stabilizer legs. As a result, operators will experience less fatigue, as they won't have to frequently deploy dunnage. Additionally, the improved placement of signage and the introduction of lighter, rubber-coated plastic wheel chocks replace the older rubber composite versions.







# STAFF RECOGNITION!



**Jason Wyatt** - Team members at Treescape are praising Jason Wyatt for his outstanding leadership at the Mackay depot, which has faced challenges in recent years.

- Alex White & David Von highlight his practical approach, electrical knowledge, and positive impact on morale.
- Shannon Oats appreciates Jason's support and efforts to keep operations smooth despite past issues.
- Jack commends his professionalism and diligence in ensuring the team has necessary equipment.
- Harley Dobson calls him the "real MVP" for his dedication to fixing equipment.
- Anthony Giblett, a new employee, notes Jason's exceptional performance as a supervisor deserving of recognition.

Overall, the team fully supports Jason for staff recognition - Mackay Crew



**Tim Taylor** - Tim's scoping has been exceptional and has greatly contributed to our success over the last six months. His journey from field staff to lead scoper has been remarkable and is genuinely appreciated. Tim exemplifies the quality of individuals we have at Treescape - Wallace Christian



**Demetrius Taneora** - Starting as a chipper operator, Demetrius has evolved into one of our most valued EWP operators. His hard work and dedication are truly recognized and celebrated at Treescape - Wallace Christian



**Dave Talbot** - As one of our most seasoned and dependable EWP operators, Dave's work ethic is unparalleled. We are grateful for the positive example he sets and the uplifting attitude he brings every day - Wallace Christian



**Mandy Spence & Christine Chalmers** - Have delivered outstanding results, & their contribution to our success deserves recognition - Clint Richardson



**Andrew McGregor** - Near miss Random Selection

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